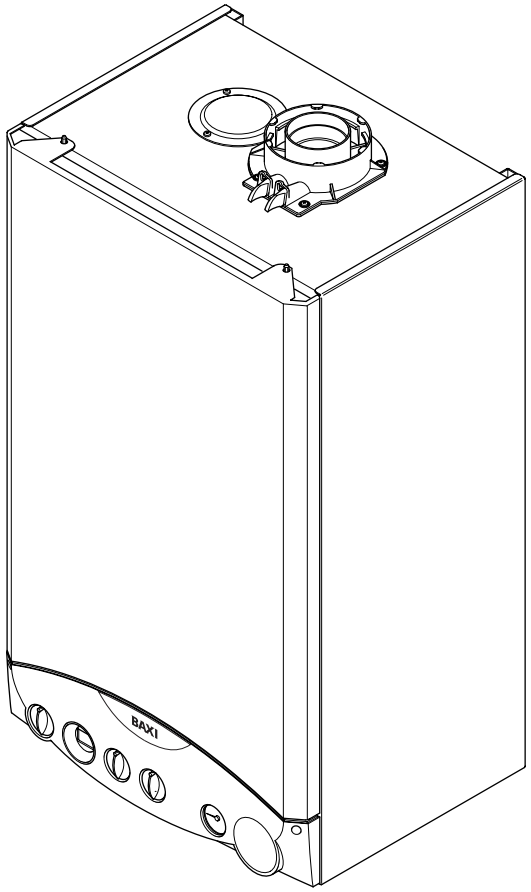
BAXI

User's Operating Instructions &
Important Warranty Information



Baxi Platinum Combi HE Range

Gas Fired Wall Mounted Condensing
Combination Boiler

Please keep these instructions safe.
Should you move house, please hand
them over to the next occupier.

Natural Gas

Baxi Platinum Combi 24 HE
G.C.N° 47 075 20
Baxi Platinum Combi 28 HE
G.C.N° 47 075 21
Baxi Platinum Combi 33 HE
G.C.N° 47 075 22

Baxi is one of the leading manufacturers of domestic heating products in the UK.

Our first priority is to give a high quality service to our customers. Quality is designed into every Baxi product - products which fulfil the demands and needs of customers, offering choice, efficiency and reliability.

To keep ahead of changing trends, we have made a commitment to develop new ideas using the latest technology - with the aim of continuing to make the products that customers want to buy.

Everyone who works at Baxi has a commitment to quality because we know that satisfied customers mean continued success.

We hope you get a satisfactory service from Baxi. If not, please let us know.

5 Years Free Warranty - register today

To receive your 5 years free warranty please complete the form supplied with the boiler or simply call **heateam**, the service division of Baxi Heating UK Limited on **08700 60 30 60**.

Warranty

heateam the service division of Baxi Heating UK Limited provide a 5 year free warranty for your peace of mind. Once your boiler is registered with us and in the unlikely event your boiler develops a fault and your installer is unable to assist, **heateam** will provide a free service to you provided the boiler is **under 5 years old**. Otherwise **heateam** will offer a competitive fixed price repair rate including parts, labour and VAT. To arrange an engineer visit either in warranty or out, please call **heateam** on **08700 60 30 60**. It would help if you had your boiler serial number when you call, the serial number is shown on the back cover of this guide.

Annual Service

To ensure you receive the maximum efficiency from your boiler we recommend your boiler has an annual service so you and your family can continue to enjoy heating and hot water comfort. To arrange an annual service from one of our Baxi Heating UK Limited heating experts, please call **heateam** on **08700 60 30 60** to arrange a visit convenient to you.

Benchmark Commissioning Check List

Please ensure that your installer hands you the boiler Installation & Service Instructions with the "Benchmark" Commissioning Checklist sections completed. The details in the Checklist will be required in the event of any warranty work. Keep the instructions in a safe place and ensure that the Service Interval Record at the back is completed at each service visit.

Baxi is a BS-EN ISO 9001 Accredited Company

1.0 Operating the Boiler

1.1 Operating the Boiler

The Central Heating and Hot Water you need will be available when the gas and electricity supplies to the boiler are turned on with the timer and other heating controls in your system set correctly.

> Other heating controls are items such as room thermostats, cylinder thermostats and thermostatic radiator valves. To give the most energy efficient performance these controls can switch your boiler on and off even when your timer is on. Instructions on how to use your programmer and other heating controls should have been supplied with the items. Baxi Heating UK Limited also produce a guide 'How to get the best out of your NEW Central Heating System'. Telephone our Literature Hotline on **08706 060 623** to request your free copy.

1. Ensure that the electricity and gas supplies are turned on. Check that the central heating pressure is at least 0.5 bar (Fig. 1).

2. Turn the On/Off/Reset selector switch either anti-clockwise from the OFF position (Fig. 3) to both central heating and domestic hot water or clockwise to domestic hot water only.

3. In either position the display will illuminate showing the current boiler temperature in degrees centigrade (Fig. 2).

4. **Position (i) Heating and Hot Water** (Fig. 4) In this position the central heating will operate on demand from the integral timer, room thermostat etc or domestic hot water will be provided when a tap or shower is turned on. Priority is given to domestic hot water. The central heating indicator ( ) will illuminate when the boiler is supplying central heating. If there is a demand for domestic hot water the ( ) indicator will illuminate and the central heating indicator ( ) will extinguish (Fig. 2). As the temperature rises the display will change, showing the current boiler output temperature.

5. **Position (ii) Hot Water Only** (Fig. 5) In this position only hot water will be provided when a tap or shower is turned on - Central Heating will not operate. The hot water indicator ( ) will illuminate (Fig. 2).

6. The boiler will light automatically on demand.

7. The burner on indicator ( ) will illuminate when the boiler is operating and the main burner has lit (Fig. 2).

IMPORTANT: When the selector switch is in the '0' (Off) position the electrical supply to the boiler is isolated. The boiler will not operate and the integral timer will require resetting once the selector switch is set to either Position (i) or Position (ii).

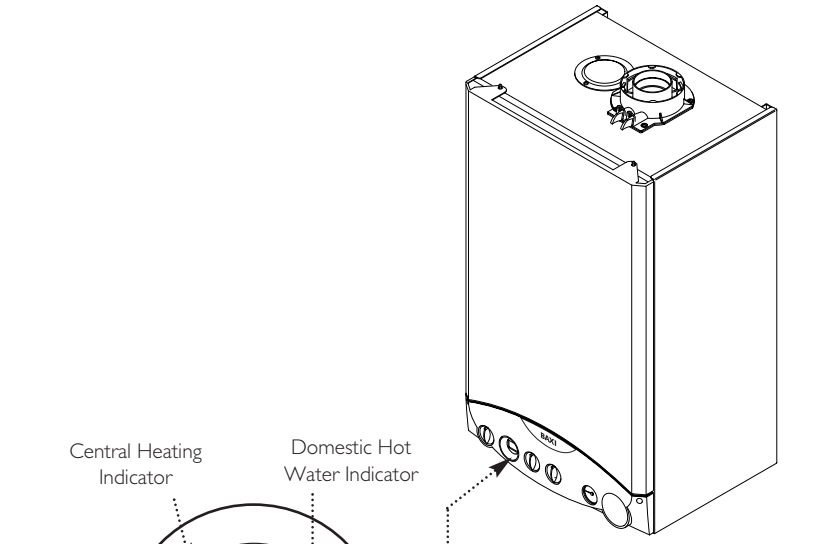


Fig. 1

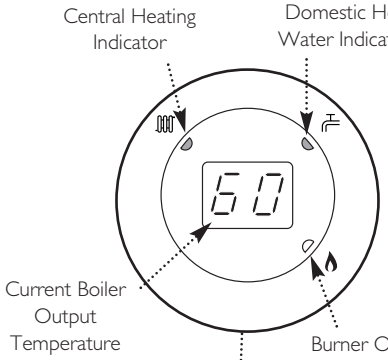
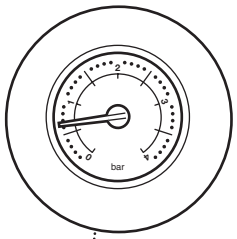
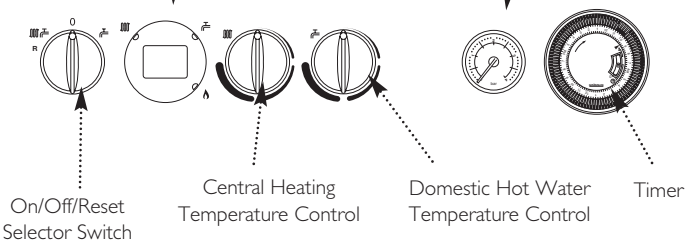
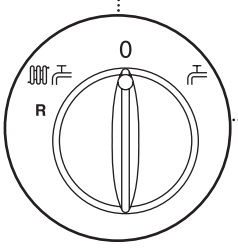


Fig. 2

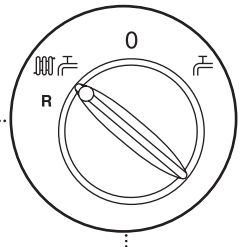






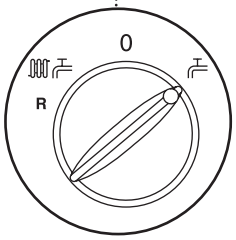
OFF Position

Fig. 3



Position (i)
(Central Heating or Hot Water)

Fig. 4



Position (ii)
(Hot Water)

Fig. 5

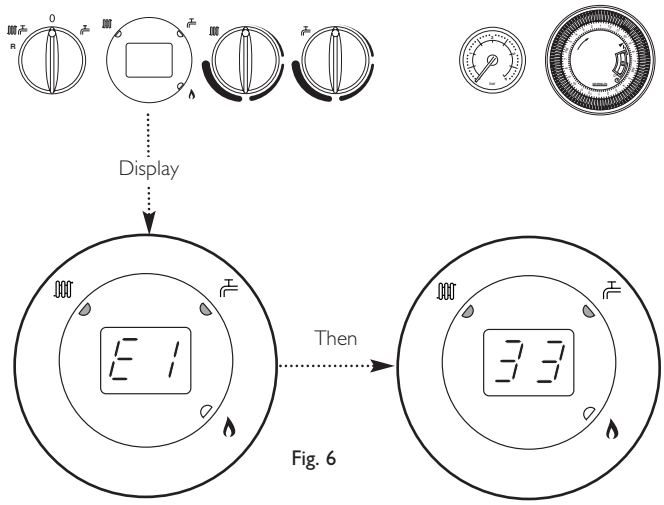
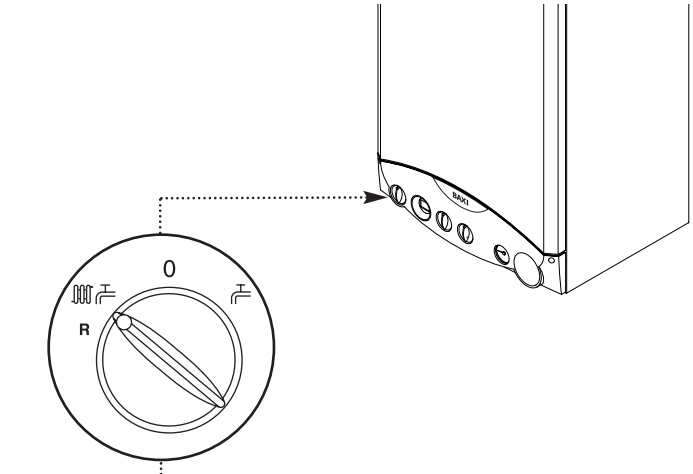


Fig. 6

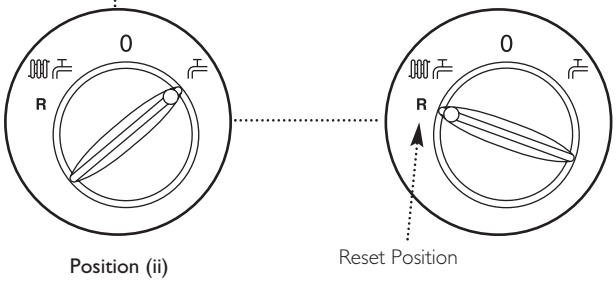
Table of Error Codes

E20	Central Heating NTC Fault
E28	Flue NTC Fault
E50	Hot Water NTC Fault
E110	Safety Thermostat Operated
E119	Water Pressure Switch Not Operated
E125	Pump Fault
E130	Flue NTC Operated
E133	Interruption Of Gas Supply or Flame Failure
E160	Fan or Fan Wiring Fault



Position (i)
(Central Heating or Hot Water)

Fig. 7



Position (ii)
(Hot Water)

Fig. 9

Reset Position

Fig. 8

1.0 Operating the Boiler

1.2 Fault Indication

1. If a fault occurs on the boiler an error code may be shown on the facia display.

2. The codes are either two or three digit, preceded by the letter 'E'. For example, code E133 will be displayed by 'E1' alternating with '33'. E50 is shown as 'E' then '50'.

3. E20, E28, E50, E125 & E160 indicate faulty components. You should make a note of the displayed error code and contact your installer or service engineer.

4. If E110 or E130 is displayed overheat of the primary water or flue system has occurred. Turn the selector switch to the reset position and hold for at least 5 seconds. If the boiler does not relight, or the code is displayed regularly contact your installer or service engineer.

5. E119 is displayed when the primary water pressure is less than 0.5 bar. After repressurising the system the boiler should operate. Your installer will be able to advise you about the method of repressurising. See page 6 for further details.

6. E133 indicates that the gas supply has been interrupted, ignition has failed or the flame has not been detected. Ensure that the gas supply has not been turned off, and turn the selector switch to the reset position and hold for at least 5 seconds. If the boiler does not relight, or the code is displayed regularly contact your installer or service engineer.

1.3 Resetting (Fig. 8)

1. To reset the boiler turn the selector switch fully anticlockwise against the spring pressure for approximately 5 seconds and release.

1.4 Pump Protection

1. With the selector switch in either Position (i) or Position (ii) (Figs. 7 & 9) the pump will automatically operate for 1 minute in every 24 hours to prevent sticking.

1.5 3-Way Valve - Anti-sticking

1. If there is no demand for heat in a 24 hour period, the 3-way valve will be operated once to help prevent sticking.

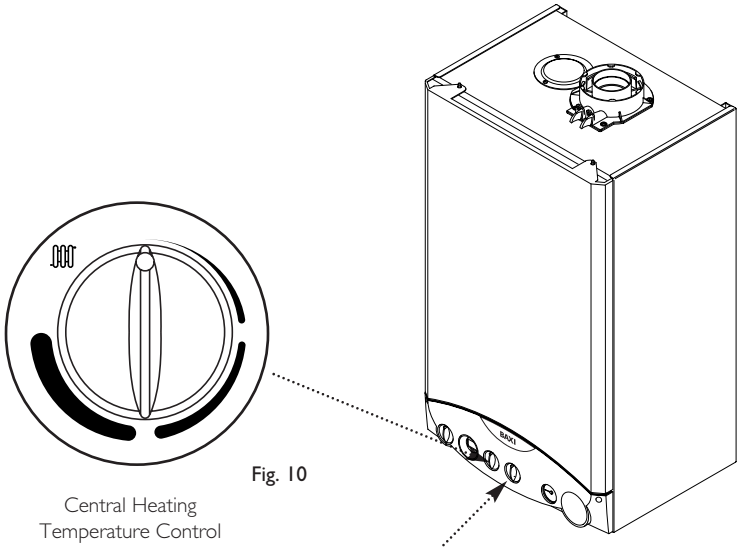


Fig. 10

Central Heating
Temperature Control

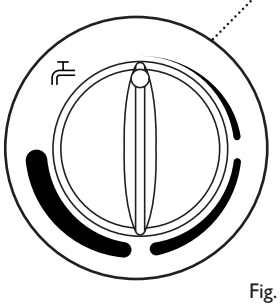


Fig. 11

Domestic Hot Water
Temperature Control

1.6 Temperature Control

1. **Central Heating:** The central heating hot water flow temperature can be adjusted between 25° C minimum and 80° C maximum.

2. Turn the control knob clockwise to increase the temperature (Fig. 10). As the control knob is turned the selected temperature is displayed for approximately 4 seconds. The display then reverts to the current boiler output temperature.

3. In normal winter usage we recommend that the central heating temperature be set at maximum.

4. **Domestic Hot Water:** The temperature of the domestic hot water can be adjusted by turning the control knob clockwise to increase up to a maximum of 60° C (Fig. 11). As the control knob is turned the selected temperature is displayed for approximately 4 seconds. The display then reverts to the current boiler output temperature.

5. The temperature of the water is also dependent on the water flow rate and the temperature of the mains coming into the house.

6. By slightly reducing the flow from the tap the temperature will increase up to the maximum if required.

7. The flow rate can be reduced down to as low as 2 litres per minute. The boiler will still recognise the need to heat the water.

1.0 Operating the Boiler

Pressure Gauge

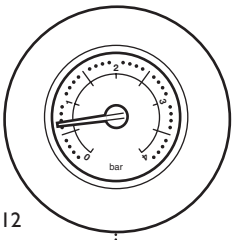


Fig. 12
Normal Pressure (when cold)

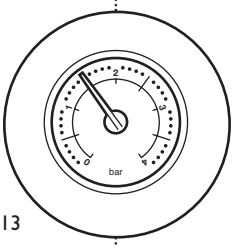


Fig. 13
Normal Pressure (operating)

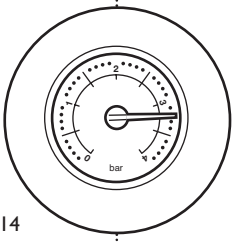


Fig. 14
Fault

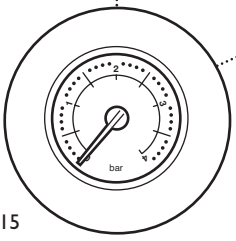
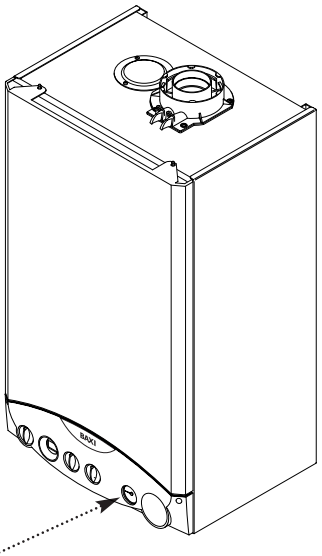


Fig. 15
Below Minimum



ON/OFF
Selector Switch

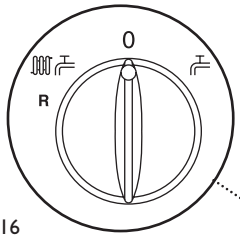
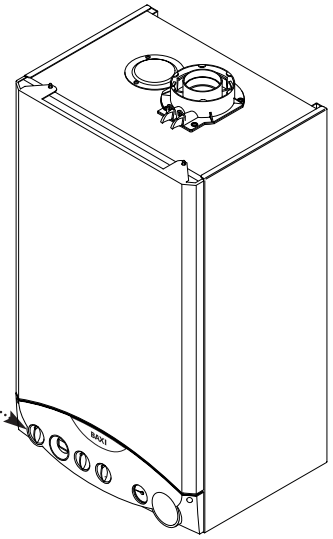


Fig. 16
OFF Position



1.7 Central Heating System Pressure

1. The water pressure in the central heating system is indicated by the pressure gauge.

2. With the system cold and the boiler not operating the pressure should be at least 0.5 bar. During operation the pressure should not exceed 2.5 bar, and will normally be between 1.0 and 2.0 (Figs. 12 & 13).

3. A pressure of 3 or greater indicates a fault. The safety pressure relief valve will operate, at a pressure of 3 (Fig. 14). **It is important that your Installer or Service Engineer is contacted as soon as possible.**

4. The MINIMUM pressure for correct operation is 0.5. If the pressure falls below 0.5, this may indicate a leak on the central heating system (Fig. 15). Error Code E119 will be shown on the display.

1.8 To Shut Off the Boiler

1. **For short periods:** Turn the selector switch to the OFF position (Fig. 16).

2. **For long periods:** Turn off the selector switch (Fig.16), electricity and gas supplies.

If your home is to be left unoccupied for long periods during cold weather the boiler and whole system should be drained unless there is additional frost protection.

3. Your installer will advise you about frost protection and draining the system.

IMPORTANT: When the selector switch is in the '0' (Off) position the electrical supply to the boiler is isolated. The boiler will not operate and the integral timer will require resetting once the selector switch is set to either Position (i) or Position (ii).

1.9 Boiler Frost Protection Mode

1. The frost protection feature will operate when the selector switch is in the central heating and domestic hot water mode.
The gas and electrical supplies to the boiler must be on and the system pressure must be within the range described above.

2. If the system temperature falls below 5°C, then the boiler will operate until the water temperature has been raised.

2.0 Care of the Boiler

2.1 Servicing and Repair of your Boiler

heateam can service and repair your boiler if your installer is not able to.

Our Baxi Heating UK Limited trained heating experts will quickly get your heating and hot water working again. If your boiler is out of its free 3 year period, **heateam** can provide a competitive fixed price repair rate including parts, labour and VAT.

To find out more call **heateam** on **08700 60 30 60**, open Monday to Friday 8am - 6pm, weekends and bank holidays 8.30am - 2pm, closed on Christmas and New Years Day. An appointment convenient for you can be arranged. It would help if you had your boiler serial number when you call, the serial number is shown on the back cover of this guide.

2.2 Cleaning the Outer case

The painted panels should be wiped with a damp cloth and then dried completely.

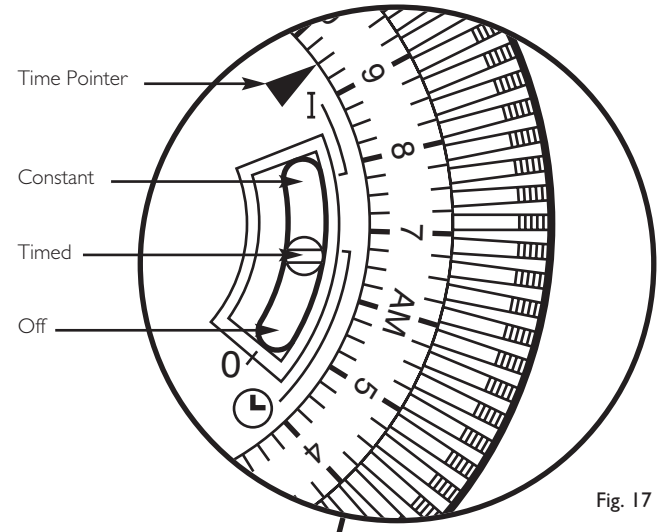


Fig. 17

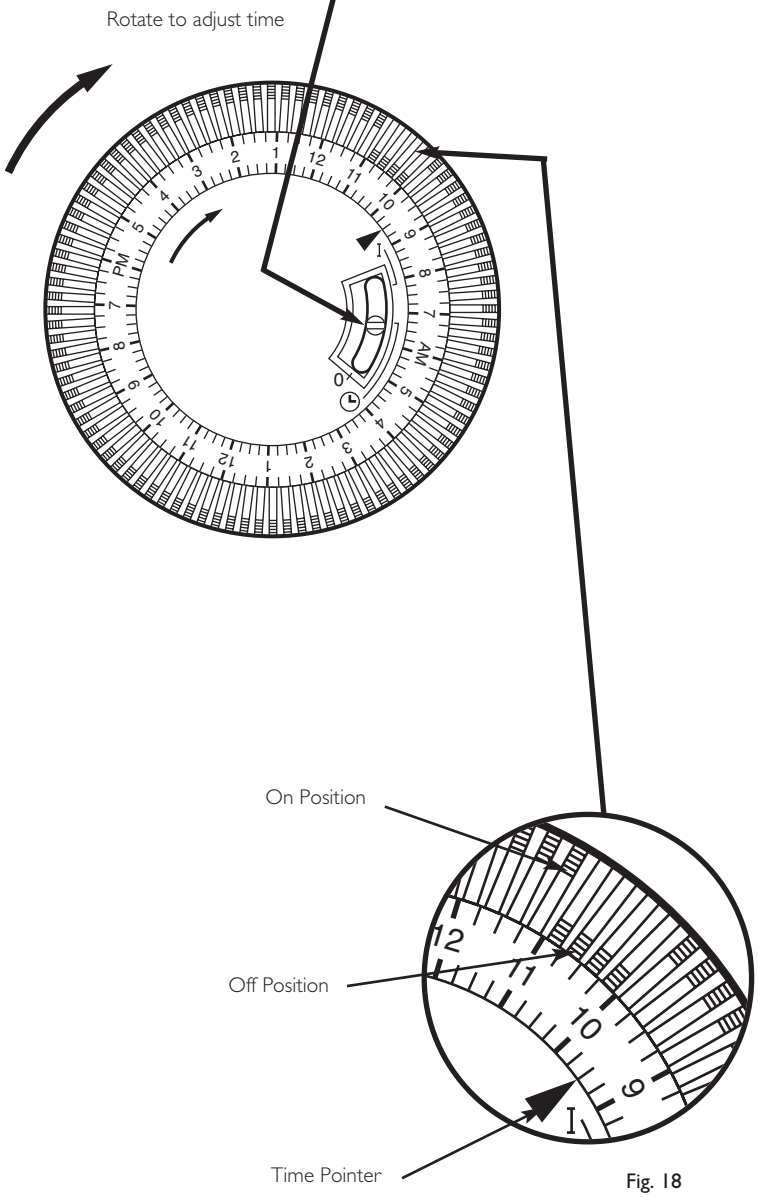


Fig. 18

3.0 Timer

3.1 Setting the Timer

The Electro-Mechanical Timer allows the central heating system to be set every 15 minutes.

Using the three position switch the timer will allow either constant operation, timed operation or central heating off.

Move the switch button by sliding to the desired position.

Three position switch (Fig. 17)

I **Constant (Top position):** The heating will be on constantly irrespective of the position of the tappets.The heating will be controlled by the main thermostat on the appliance and/or any external controls.

◷ **Timed (Central position):** The heating will operate according to the position of the tappets and be controlled as above.

0 **Off (Bottom position):** No central heating. Domestic hot water will operate on demand.

To set the time of day
Turn the timer outer bezel clockwise, to align the pointer with the correct time to the nearest 15 minutes ensuring that A.M./P.M. is considered.
Do not at any time attempt to turn the bezel anti-clockwise.

To set the timed heating program
Decide which times of the day the central heating is required.

The heating will operate when the white tappets are set to the outer edge of the bezel.

To ensure the heating stays OFF set the required tappets inwards towards the centre of the bezel.

Each tappet represents 15 minutes.

For example: If the heating is not required between 10 A.M. and 11 A.M. the four tappets anticlockwise from the 10 A.M. will be set inwards (Fig. 18).

4.0 Clearances

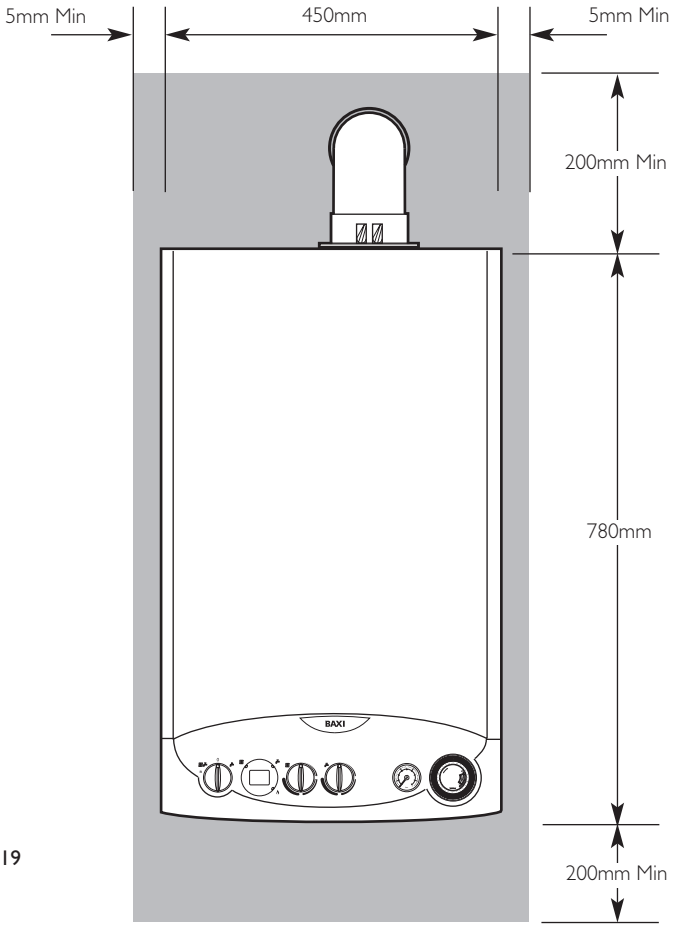


Fig. 19

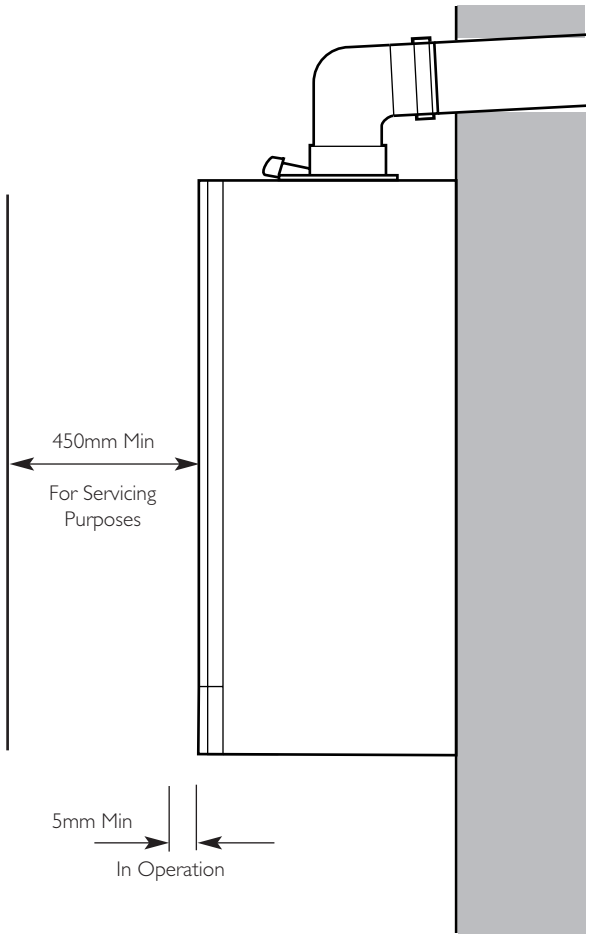


Fig. 20

4.1 For your Safety

1. This appliance must have been installed in accordance with the manufacturer's instructions and the regulations in force.

2. Any modification that may interfere with the normal operation of the appliance without express written permission from the manufacturer or his agent could invalidate the appliance warranty. In GB this could also infringe the Gas Safety (Installation and Use) Regulations.

GB - Heating Industry definition meaning England, Scotland, Wales, Northern Ireland, Isle of Man and the Channel Isles

3. Your boiler must not be operated without the casing correctly fitted.

4. Do not interfere with any sealed components on this boiler.

5. Take note of any warning labels on your boiler.

6. Your boiler should have the following minimum clearances for Safety and Maintenance (Figs.19 & 20):-

Top	- 200mm
Bottom	- 200mm
Left side	- 5mm
Right Side	- 5mm
Front	- 5mm (In Operation)
	- 450mm (For Servicing)

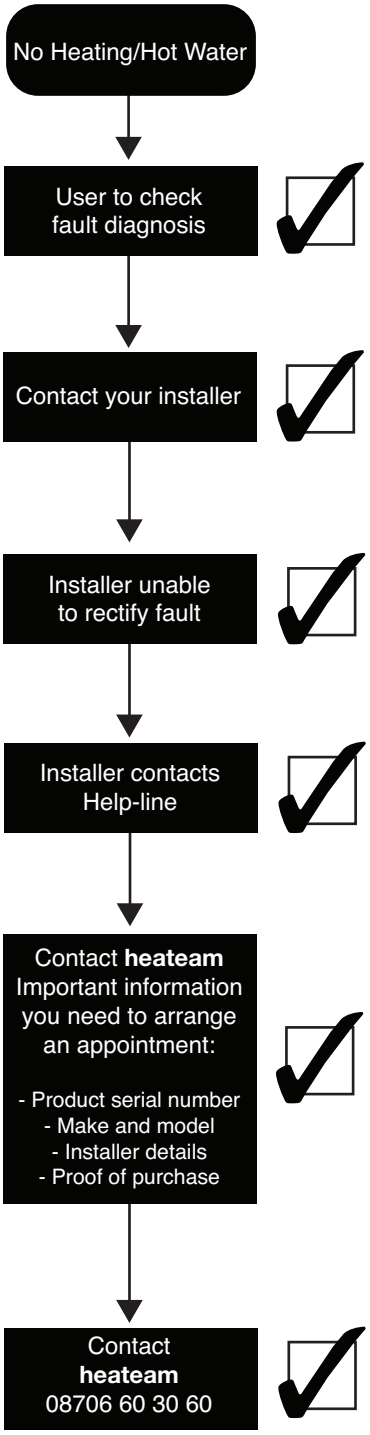
7. If your boiler is installed in a compartment, do not use it for storage purposes. Do not obstruct any purpose provided ventilation openings.

8. Flammable materials must not be stored in close proximity to your boiler.

9. Avoid skin contact when your boiler is in operation, as some surfaces may get hot e.g. pipework.

10. Ensure that the flue terminal, outside the house, does not become damaged or obstructed, particularly by foliage.

11. It is important that the condensate drain system is not blocked, modified or damaged in any way as this would affect the operation of your boiler. Your installer should have insulated any exposed pipework.



5.0 Fault Finding/Emergency

In the unlikely event you have a problem with your boiler please check the following.

1. Is the electricity supply to your boiler switched on and the selector switch set to Central Heating and Hot Water?
   If so the Green 'Power On' neon will be on.

2. Is a fault suggested by the neon indicators?

   Yes - Identify as described on Page 4.
   No - Continue below

3. Is the gas supply turned on?

4. Is the mains water supply turned on?

5. Is the system pressure correct?

6. Is the programmer or timer switch set to On?
   Refer to the instruction booklet supplied with these items for correct setting and operation.

7. Are the temperature controls on the boiler turned on and set high enough?

8. Are all system controls such as room and cylinder thermostats set high enough?

9. Are the thermostatic radiator valves set high enough?

Contact your Installer

If you have followed the steps in this simple checklist but your boiler still does not fire contact your installer.

Any repairs to the boiler will usually be the responsibility of the Installer during the warranty period.

Installer Help-line

Should your installer need assistance he/she can contact our trade support help-line for diagnostic and remedy advice.

Warning !

If you smell gas

Turn off the gas supply at the meter and call your gas supplier immediately. It is possible to isolate the boiler and at the isolating valve (Fig. 19).

In GB, Transco operate a 24 hour emergency service and the telephone number will be listed in your telephone directory.

Faulty boiler

If it is known or suspected that a fault exists on the boiler, it must not be used until the fault has been corrected by a competent person.

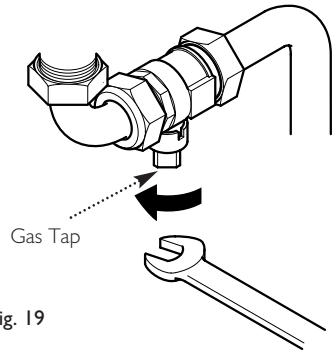
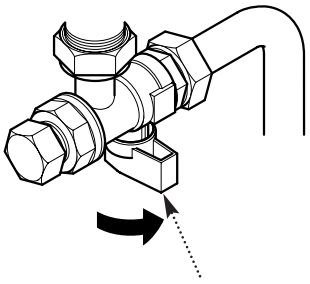


Fig. 19

Fig. 20



Heating Flow, Heating Return and Mains Water Inlet Isolating Valves

In an Emergency

If a water or gas leak occurs or is suspected, the boiler can be isolated at the inlet valves as follows;

1. Turn off the electrical supply and turn the selector switch on the facia to the OFF position.

2. Using a suitable open ended spanner or screwdriver turn the square on the gas tap to the left to isolate the gas supply at the boiler (Fig. 19).

3. The isolating valves are positioned under the boiler and can be closed by turning their taps to the right towards the wall (Fig. 20).

4. Call your Installer or Service Engineer as soon as possible.

heateam

heateam is the national customer service division of Baxi Heating UK Limited providing a free warranty service within 5 years of installation of your boiler. If your installer is unable to rectify your boiler fault, by contacting one of our friendly advisors we can arrange an engineer if required.

When calling **heateam** it would be helpful if you could have the following information to hand:

1 Boiler serial number.
2 Boiler make and model number.
3 Your installer name and address details.
4 Proof of purchase (if you do not have the boiler serial number).

heateam will verify the boiler age via the serial number and offer a free warranty service within 5 years of installation of the boiler. If you are unable to provide this information or the boiler has been installed for over 5 years, **heateam** will charge a competitive rate for the repair. The engineer when visiting will verify if the boiler is under the free 5 years warranty service, in this case **heateam** will provide a full refund.

If you have contacted your installer and they are unable to assist you at this time, please contact **heateam**.

heateam is open Monday to Friday 8am - 6pm, weekends and bank holidays 8.30am - 2pm, closed on Christmas and New Years Day.

Telephone **08700 60 30 60***

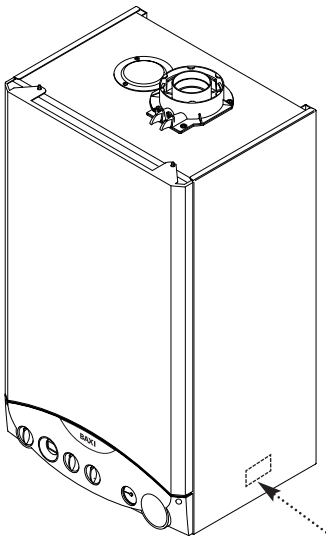
* To aid in continuous improvement and staff training, calls to this line may be monitored or recorded.

Please complete the boxes below

Serial Number

Date of Installation

Installer Details (name, address and contact number(s)



Information Label
(on inside of panel)

Baxi Heating UK Limited
Brownedge Road Bamber Bridge Preston Lancashire PR5 6UP
After Sales Service 08700 60 30 60 Technical Enquiries 08706 049 049
Website www.baxi.co.uk

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